



# **RADIO SYSTEM LOGISTIC SUPPORT STANDARD OPERATING PROCEDURE**

## **APPLICABILITY**

All divisions, facilities and programs Department-owned and Department employees at contract facilities.

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## **I. Purpose**

The purpose of this standard operating procedure is to establish the repair and maintenance process and responsibilities for the department radio system.

## **II. Definitions**

Administrator – The official, regardless of local title (division or facility administrator, bureau chief, warden, superintendent), ultimately responsible for the division, facility or program operation and management.

Department Radio System Manager (DM) – The Department IT Communications Manager is responsible for oversight of the Department-wide radio communication system.

Fleet Mapping Document – Documentation of which law enforcement agencies, mutual aid channels, and department trunked and non-trunked channels and frequencies are programmed onto radios in each specific area of operation.

Local Radio System Managers (LM) – Department employees, designated by an administrator, responsible for oversight of the radio communication system specific to the employee's division, facility, or program.

## **III. General**

1. Department communications are integrated with the statewide public safety radio communications system that is connected through a high-capacity protected digital microwave network. The department also lends and receives mutual aid assistance across jurisdictional boundaries during emergency response incidents that exceed local resources. In addition, the department works closely with local law enforcement agencies and dispatchers to ensure officer safety.
2. Divisions, facilities and programs will obtain repair and maintenance services for radio equipment due to normal wear and tear, environmental events, technological issues, and human error.
3. Replacement costs of any subscriber units (portable handheld and mobile) that are not funded through the central fund are the responsibility of the division, facility or program.

## **IV. Operations**

1. Administrators and LMs are responsible for the repair, programming and/or replacement of any subscriber units (portable handheld and mobile). LMs may request Central Office to evaluate sharing the cost for upgrades, repairs, or new infrastructure equipment (repeaters, consoles, and base stations). The request must address the criticality of need and why the division, facility or program cannot internally fund the repair or purchase of equipment.

2. All code-plugin development, radio programming and re-programming must be coordinated with and approved by the DM to ensure integration and interoperability.
3. There are two separate repair processes for the radio system: one for radio subscriber units and another for infrastructure equipment. Both processes are outlined below.
  - a. Radio subscriber units:
    - i. When an issue is identified, the LM submits the radio to a local, certified, servicer (see Appendix 1) for repair, or request service via the internet. This will generate a service request and tracking number.
    - ii. The LM ships the radio to the servicer and may track the repair order.
    - iii. If the returned unit is new, the LM will ensure they update their inventories and notify the DM in writing of the event, the radio, including the replaced and new radios' model and serial numbers
      - 1) The DM will ensure the replaced unit is removed from the tracking system and a tracking ID is assigned to the new unit and entered into the trunking management system.
    - iv. The LM will check the firmware level on all returned units and update their inventory as necessary.
    - v. The LM will work with the DM and local vendor to ensure the appropriate code plug and encryption keys are loaded on the returned radio and test its functionality prior to reissuing.
    - vi. If the replaced unit was trunking compatible and enabled, the DM will ensure that it is removed from the Master Controller and the new unit is added.
  - b. Infrastructure:
    - i. When an issue is identified, the LM initiates a service request with a local, certified servicer (Appendix A). The LM will coordinate with the selected servicer a repair and/or replacement plan. This may include the shipment of the equipment to the servicer.
    - ii. The LM will work with the DM and local vendor to ensure appropriate code plug and encryption keys are loaded on the equipment and test its functionality prior to reissuing.
    - iii. If the returned unit is new, the LM will ensure inventory documents are updated accordingly.
4. Excess or unusable supplies will be turned into the DM for disbursement or disposal.

## **V. Future Re-Programming and Code-plugin Development Needs**

1. As divisions, facilities and programs use radios, it is anticipated that functions will need to be added and deleted. The LM will work in conjunction with the DM to coordinate the new code-plugin development and re-programming actions.
2. At no time are staff permitted to develop a new code-plugin or re-program any subscriber unit or infrastructure equipment without prior approval of the DM.

## **VI. Equipment and Accessory Ordering**

1. Nothing herein diminishes the State of Montana and/or department procurement rules. In the event of any discrepancy, the State of Montana and department procurement rules supersede the requirements below.
2. Equipment: LMs may order equipment (subscriber units and infrastructure) under the following conditions:
  - a. Any purchase order request or pro-card purchase must first be reviewed and approved by the administrator, or designee, prior to procurement attempt.
  - b. Equipment will meet Original Equipment Manufacturer (OEM) specifications.
  - c. Repair and/or replacement of equipment with other than OEM items is strictly prohibited and can result in item(s) not being allowed integration into the radio system.
  - d. The LM will annotate the new equipment on their inventory which is to be maintained in the department Intranet Facility Radio Management Folder.
  - e. All purchases of infrastructure or subscriber units must be reported to the DM.
3. Accessory purchases: LMs may order accessories under the following conditions:
  - a. Accessories will meet OEM specifications as outlined by manufacturer product specification data sheets.
4. It is preferred that the organization order through a certified Motorola servicer; however, it is not required as some items, such as replacement batteries, are provided by other companies at a lower cost in some instances.

## **VII. References**

- A. *2-15-112; 2-17-544; 2-17-545; 53-1-203, MCA*
- B. *MOM 335, Capital Asset Accounting*
- C. *DOC 3.1.33 Radio Communication Systems*

## Appendix A - Approved Vendor List

1. Capital Communications (Gary Schmidt)  
783 Carter Drive  
Helena, MT 59601  
406.422.1220  
Website: <http://www.capphanes.com/>
2. Centanna Communications (Gil Lehfeldt/Quincy Goodberry)  
115 West Aztec Drive  
Lewistown, MT 59457  
406.538.8233  
Email: [centana@midrivers.com](mailto:centana@midrivers.com)
3. Comtech (Mark Cosner)  
33 Lower Valley Road  
Kalispell, MT 59901  
406.752.8822  
Email: [comtechlmc@centurytel.net](mailto:comtechlmc@centurytel.net)
4. Dunne Communications (Tom Dunne)  
204 East Commercial  
Anaconda, MT 59711-2324  
406.563.7115  
Email: [Tpdunne@rfwave.net](mailto:Tpdunne@rfwave.net)
5. Highline Communications (Steve McKelvey)  
N 202 Central  
Cutbank, MT 59427  
406.873.2984  
Email: [highcomm@theglobal.net](mailto:highcomm@theglobal.net)
6. Industrial Communications Electronics (Thomas Miller)  
PO Box 31632  
Billings, MT 59107  
406.259.1212  
Email: [brian.hamilton@icemt.com](mailto:brian.hamilton@icemt.com)
7. Industrial Communications & Electronics (Kristi Harper)  
406 Bryant St.  
PO Box 4437  
Bozeman, MT 59715  
406.585.7780  
Email: [kristi.harper@icemt.com](mailto:kristi.harper@icemt.com)
8. Montana Electronics (Dale Hickman)  
1314 N Russell  
Missoula, MT 59802  
406.721.2255

Email: [angh@meco-opp.com](mailto:angh@meco-opp.com)

9. Mountain Communications (Max Pangburn)

406 Bryant Street  
Bozeman, MT 59715  
406.228.8203

Email: [maxp@mountaincom.com](mailto:maxp@mountaincom.com)

10. Priority Communications (Eric Seyfert)

200 2<sup>nd</sup> Avenue South  
Glasgow, MT 59230  
406.228.8203

Email: [priority@nemotel.net](mailto:priority@nemotel.net)

11. TAB Electronics (Bob Brenner)

PO Box 1346  
Glendive, MT 59330  
406.365.4310

Email: [tabelect@midrivers.com](mailto:tabelect@midrivers.com)

12. Western Electronics (Al Kale)

PO Box 7036  
Kalispell, MT 59904  
406.257.1953

Email: [alkali@digisys.net](mailto:alkali@digisys.net)